

# C Family Album

Center in Roseland, New  
Additional centers are under  
construction or development.  
Personal Health Services —  
based occupational health  
services, including WorkMed  
Personal Health Clinics in Salt  
Lake City, Ogden and Cincinnati,  
and site medical clinics in  
Utah and Bay City, Texas; and  
personal safety consulting  
for business and industry.  
Practice Management, Inc.,  
financial consulting and  
management for physicians.



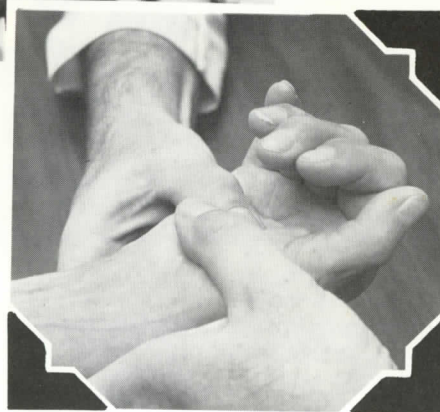
*The IHC Home Health Agency provides services ranging from homemaker/home health aides to skilled nursing to hospice care.*

*Reach out and touch someone. IHC Rehabilitation provides inpatient, outpatient and in-home physical therapy.*

## IHC Hospitals, Inc.

IHC Hospitals, overseer of the system's 23 hospitals, has developed several new services that help the system provide continuous, high quality care to patients who don't need to be hospitalized.

- IHC Home Health Agency, 1121 E. 3900 South, Salt Lake City — comprehensive home care, therapy and personal assistance.
- IHC Medical Equipment Leasing — leases equipment to IHC hospitals on a pay-when-used basis to help hospitals handle peak demand times.



- IHC Technical Services, 4425 S. 500 West, Murray, Utah — provides maintenance, repair and calibration of biomedical equipment and computer peripherals for IHC and non-IHC hospitals.
- IHC Laundry and Linen Services, 1180 W. 2600 South, Woods Cross.

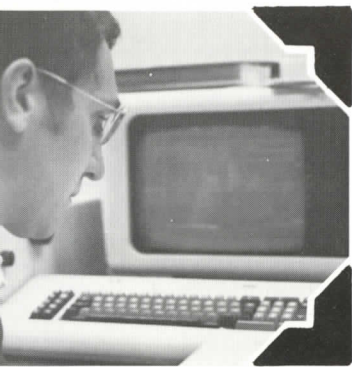
## IHC Affiliated Services, Inc.

IHC Affiliated Services was established to sell programs and services to institutions outside the IHC system. It is a tax-paying entity. ASI profits will be used to support mission activities.

- Management Information Systems — hospital software applications for IBM System/38 computers.
- Group Purchasing — more than 460 contracts for discounts on supplies, pharmaceuticals and capital equipment are available to participating facilities.
- Standard Costing — a computer system designed to determine exactly how much it costs to provide a specific service in a hospital, this program has been purchased by more than 40 hospitals across the nation.
- Food Services — Regional and national contracts for volume discount food purchases are available to health care institutions through this program, in addition to discount capital equipment contracts.
- MEDesign — is a joint venture with ASI and Conant Associates, a Salt Lake City-based interior design firm, offering design consultation and group purchasing for furniture and finishes to health care facilities.

## IHC Equipment Services, Inc.





software developed in IHC Hospitals  
utions throughout the United States.

rs later, Sukhan sold two pigs  
d on the farm in Oregon to  
ticket to Hawaii. There he  
gham Young University of  
received a bachelor's degree  
science.

### ***kids kissing by their t school and turkey kssgiving — a culture awaited Sukhan in***

he was accepted into the  
gram of public administration  
Young University in Provo,  
80, he married the former  
ley who, 13 months later,  
o their first son, Scott.  
began work on my PhD in  
ology," says Sukhan with a  
n't know how we made it  
se years... I was studying at  
until 2:00 a.m. every night,  
a research assistant to a  
eaching sociology undergrad-  
during the day, trying to keep  
bills, keep bread on the table,  
ool and still spend time with  
— of all the hard times I'd

- IHC Medical Equipment and Supply, 620 E. 2100 South, Salt Lake City — offers durable medical equipment and supplies to the public.
- IHC Psychiatric and Behavioral Health Division — offers Dayspring chemical dependency treatment programs as well as inpatient and outpatient psychiatric programs for adults and adolescents.
- IHC Rehabilitation Services, 1121 E. 3900 South, Salt Lake City — provides occupational and physical therapy services at IHC and non-IHC facilities, and in patients' homes.
- IHC Servicar, 930 Jewell Ave., Salt Lake City — provides non-emergency transportation for the handicapped.

Utah — laundry services for hospitals, clinics and nursing homes.

## **The Brighton Consulting Group**

The Brighton Consulting Group is a joint venture between IHC and American Health Development, a health care consulting firm based in California. Brighton Consulting serves primarily non-profit hospitals and health care systems.

IHC Equipment Services was set up to handle equipment purchases to complement ASI products, specifically IBM System/38 Computer Hardware which is sold through a special agreement with IBM as part of a package with ASI software.

**Please note:** This list doesn't include new services and products being offered by IHC hospitals. Watch for those in a subsequent issue of *Insights*.

gone through, that was the only time I considered quitting."

Sukhan leans back. His face relaxes. "But then on August 17, 1984, when I received my final diploma, I was the happiest man around. I'd made it — and it felt so-o-o good."

"Shortly after my graduation I received a message that my mother was very sick," says Sukhan, "I would need to see her now or never again." He flew home.

"Everyone was happy to see me. They wanted to touch me because I had fat on my body. Everyone kept coming

up and feeling my fat throughout my whole trip. It is a sign of wealth to them," he says.

"Oh how things had changed. They still had no electricity or running water, but in place of the water buffalo were hand propelled plows. And my father had the only black and white TV in the village. It was run by a car battery. The schools were nice, big, concrete buildings with more teachers. The students had books and other teaching aids — and there was even a big school library. That made me happy.

"Motorcycles were now the peoples' source of transportation. In fact, the motorcycles were kept under the terrace where we used to keep the water buffalo.

"It was hard to see so many changes — but they were all for the better, and that was good. If there's one thing I've learned, it's not to take any situation for granted — good or bad — it will change."

What changes does Sukhan see for himself in the future? "My desire for education has already shifted to a desire to implement the knowledge I've acquired," he says. "it's most important to me now to learn and grow through my new work experiences as a medical research analyst for IHC and through

experiences with my family," he adds.

Sukhan also spends hours talking with and helping refugees and groups of young people. "I don't want to be glorified for my achievements. I haven't accomplished anything more than most people can if they want to," he says.

"And o-o-h," Sukhan clenches both fists and shakes them in the air, "it makes me so mad to see people waste opportunities and resources so readily available to them.

"No, it makes me sad. When a refugee finds himself in debt over the 1985 BMW he couldn't afford, or when a young teenager finds herself in jail, I get the phone calls," Sukhan shakes his head. "I can't pay their bills, and I can't change the laws, but I try to help these people learn to set their values and goals in a profitable direction.

"You know," he concludes, "I can't help but think that if everyone living in America spent one year living in an under-developed country, you wouldn't see many light bulbs burning when they weren't being used. And you'd see a lot more people achieving their goals."



Sickle in hand, Sauan's 19-year-old niece,  
Siriwan, helps with the rice harvest.

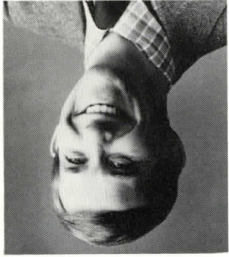


## MARIBETH ALDER



has been named director of community relations at Pocatello Regional Medical Center. Maribeth earned a BA in journalism from Idaho State University. She is working toward a master's degree in public administration. Maribeth formerly served as employment supervisor for the Med Center. She has held positions selling real estate and reporting for several newspapers.

## CALVIN ALLEN



has been named director of house-keeping services at LDS Hospital. Before joining the LDS Hospital staff, Calvin served as director of house-keeping at St. Benedict's Hospital in Ogden.

## BRAD BARKER

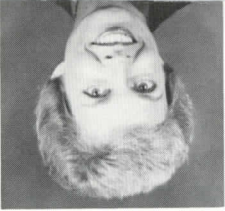


has been named director of nursing support services at McKay-Dee Hospital Center. He has served as administrative assistant in the nursing division for the past four years, and has held positions in the management engineering department. Brad holds a BS in industrial engineering from the University of Utah and a master's of public administration from Brigham Young University.

## WILLIAM BARKLEY

has been named director of materials

## JOAN CISSOLD



a fellow of the American College of Emergency Physicians and a diplomat of the American Board of Emergency Medicine.

assistant to the president of Intermountain Health Care, has been asked to serve a two-year term on the board of trustees of Westminster

## TERRY EDWARDS, RN



has been named head nurse of the newborn intensive care unit at McKay-Dee Hospital Center. She has worked in the NICU for five years and was previously coordinator of the NICU parent program. She holds an associate degree in nursing from Weber State College.

# Insights on THE People

## NANCY GIUNTO



has been appointed assistant administrator at McKay-Dee Hospital Center. She previously served as assistant to the president of IHC Hospitals, Inc. Nancy holds a BS in biomedical communications and an MHA from State University. She has also served as program analyst with the National Institutes of Health in Bethesda, Maryland, project assistant with the Community Programs for Affordable Health Programs in Columbus, Ohio, and she has worked with the American Hospital Association in Chicago, Ill.

## LESLIE GOODLOE



has accepted the position of budget director at LDS Hospital. She will have overall responsibility for the hospital's operating and employee budgets, help department directors develop their budgets, and assist in annual business plan.

## THOMAS F. HANRAHAN

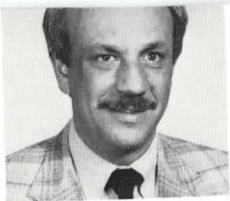


has been named associate administrator at McKay-Dee Hospital Center. He previously served as assistant administrator at the hospital. Tom earned an MHA from Indiana University and has worked at the Palmetto General Hospital in Hialeah, Fla., and the Providence General in Mobile, Ala.

## STEVEN HEAD

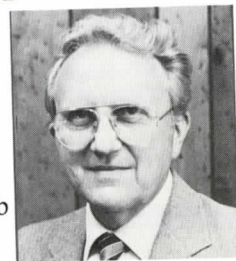


ement at  
y-Dee Hospital  
r. He was  
usly director  
aterials manage-  
at Queen's  
al Center in  
ulu, Hawaii  
t Holy Cross Hospital in Salt Lake



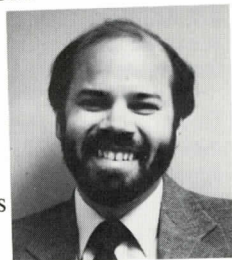
# **BECKSTRAND**

recently  
nted director  
management  
eering at Pri-  
Children's  
al Center. A  
ered profes-  
l engineer, Bob  
worked at the  
corporate  
e for four years.



# **VE BERGSTROM**

een named  
aterials manage-  
t manager at  
atello Regional  
ical Center.  
e has served in  
aterials man-  
ment departments  
t. Anthony  
mmunity Hospi-  
and Madison Memorial Hospital in  
burg, Idaho. He has also worked in  
s for Intermountain Surgical Supply.



# **VID A. BURTON, MD**

mer executive  
y president of  
C Health Plans,  
been named  
e president of  
earch and devel-  
ment for IHC. In  
s role he will help  
C develop new  
alth care plans  
d packages of services that integrate the  
ivery and finance of health care. He is



College in Salt Lake  
City. Joan has  
worked at IHC since the company was  
established in 1975. She originally served  
as executive secretary to the president.

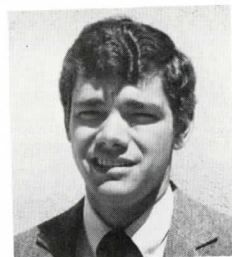
# **LORRAINE COOK**

a social worker at  
McKay-Dee Hospital  
Center, has been  
named "Social  
Worker of the  
Year" by the  
Northern Utah  
Branch of the  
National Associa-  
tion of Social  
Workers. In addition to her work at the  
hospital, Lorraine is a member of the  
Weber County Nutrition Board and  
serves as a consultant to Hospice of  
Northern Utah.



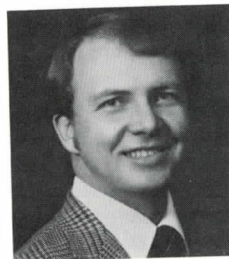
# **MARK R. DALLEY**

director of adminis-  
trative services for  
IHC's southern  
region, has been  
appointed interim  
administrator at  
Valley View Medi-  
cal Center. Prior to  
joining the southern  
region office Mark  
worked as assistant administrator at  
Valley View for three years. He holds a  
BS from Southern Utah State College and  
a master's degree in public administration  
from BYU.



# **ROD DAVIS**

has been appointed  
assistant administra-  
tor at McKay-Dee  
Hospital Center. He  
was formerly assist-  
ant administrator at  
Pocatello Regional  
Medical Center. He  
received a BBA and  
an MBA from  
Idaho State University.



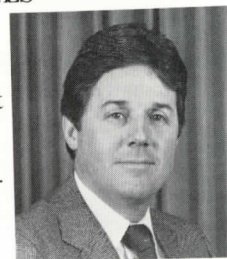
# **PAULA EVANS, RN**

has been named  
head nurse of the  
pediatric unit at  
Cottonwood Hospi-  
tal Medical Center.  
She received her  
nursing degree from  
Texas Technological  
University in Lub-  
bock, Texas. Most  
recently she worked for the Magic Valley  
Regional Medical Center as head nurse of  
the NICU, labor and delivery and post-  
partum areas.



# **GARY WM. FARNES**

has been selected as  
the new administra-  
tor of LDS Hospi-  
tal. Gary, who most  
recently served as  
executive vice presi-  
dent of IHC Profes-  
sional Services, was  
associate adminis-  
trator of LDS Hos-  
pital from 1977 to 1979. He spent the  
next three years as administrator of  
Cottonwood Hospital Medical Center.  
Gary holds a BS degree in business from  
Brigham Young University and an MBA  
from George Washington University in  
Washington, D.C. He completed a two-  
year residency in medical center adminis-  
tration at Johns Hopkins Hospital and  
School of Medicine.



# **BRAD FISHER**

has been named  
director of LDS  
Hospital's depart-  
ment of materials  
management. Brad  
has been assistant  
director of the  
department for the  
past five years. He  
is a certified pur-  
chasing manager and a member of the  
National Association of Purchasing  
Managers.

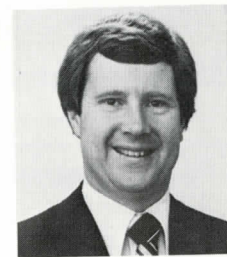


was appointed  
director of account-  
ing at Primary Chil-  
dren's Medical  
Center. He has  
worked at the  
hospital for four  
years, first as an  
accountant, then as  
manager of the  
department.



# **DAN O. HEINER**

has been promoted  
to vice president of  
the occupational  
health division of  
IHC Professional  
Services. He  
formerly served as  
director of the divi-  
sion. Dan oversees  
the company's  
development and operation of WorkMed  
occupational health clinics and on-site  
emergency medical clinics at major  
construction sites.



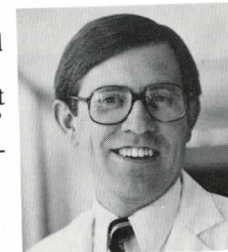
# **DIANE HINKLEY, RN**

has been named  
head nurse for  
general surgery at  
Cottonwood Hospi-  
tal Medical Center.  
She graduated from  
the University of  
Washington in  
Seattle, and has  
worked as a staff  
nurse in the emergency room at  
Cottonwood.



# **RUSSELL HULSE**

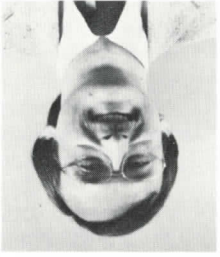
LDS Hospital  
pharmacist, received  
the "Administrative  
Hospital Pharmacist  
of the Year Award"  
from the Utah Soci-  
ety of Hospital  
Pharmacists.



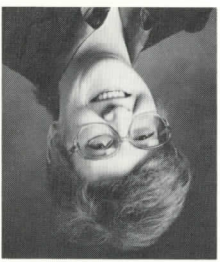


**BOB JONES**

is the new diagnostic imaging manager at the Pocatello Regional Medical Center. Bob has worked for the 3M Company and as X-ray department manager at Evergreen General Hospital in Kirkland, Wash.

**REBA KEELE, PHD,**

director of the Center for Women's Health at Cottonwood Hospital Medical Center, has been selected a national fellow of the W.K. Kellogg Foundation. Reba was one of 40



selected from a field of more than 800 candidates. The foundation will fund a three-year research program which she will direct. Before joining the staff of Cottonwood Hospital, Reba was an associate professor of organizational behavior in the Graduate School of Management at Brigham Young University.

**MARY ELLEN KELLY**

has been appointed education coordinator at Pocatello Regional Medical Center. She was formerly LPN coordinator at Cassia Memorial Hospital. She has a BS degree in health care administration and an MS in nursing from Idaho State University.



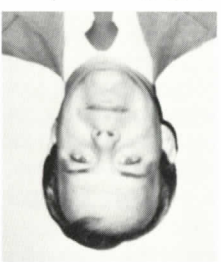
**RICHARD KNOTT** has joined the staff at Primary Children's Medical Center as director

**LORRIE LARSEN, RN,**

has been selected clinical specialist for the pediatric unit at Utah Valley Regional Medical Center. Lorrie, who is currently completing a master's program in pediatric nursing at Brigham Young University, previously served as director of a nursing unit at Primary Children's Medical Center. She has worked as a nurse practitioner, an emergency room nurse and a newborn intensive care nurse.

**BRENT LAWRENCE**

has been named director of marketing and public relations at Alta View Hospital. He was formerly an administrator at Western Neurological Associates, and prior to that, was director of community relations at Cottonwood Hospital. He holds a bachelor's degree in communications from BYU.

**STEVEN W. LEWIS, MD,**

has been appointed vice president of medical affairs for IHC. He is responsible for facilitating the integration of the professional resources of IHC, including its medical staffs, into a meaningful partnership with IHC to maximize the quality and efficiency of health care delivery. Steve also functions as vice president and medical director of IHC Health Plans. Before joining IHC he was medical director of respiratory therapy and the intensive care unit at Utah Valley Regional Medical Center. He is a fellow



certified nurse practitioner. She holds a master's degree in

**VICKI MCCELLAN, RN,**

has been appointed associate director of nursing at Utah Valley Regional Medical Center. Vicki has been the assistant director of nursing in the hospital's perinatal center for seven years.

**CRAIG MORELY**

has been named director of finance at Alta View Hospital. He formerly served as budget manager for IHC Hospitals, Inc. Craig holds a bachelor's degree in accounting from BYU.

**JERRY MORRISON**

is the new administrative director of Life Flight, LDS Hospital's emergency helicopter and fixed-wing service. Jerry joins the Life Flight crew after serving for 3½ years as head nurse in the Shock Trauma Intermountain Respiratory Intensive Care Unit.

**KEITHA MOUNTCASTLE, RN,**

has been selected clinical specialist for Utah Valley Regional Medical Center's newborn intensive care unit. She also co-directs the neonatal transport team and is a certified nurse practitioner. She holds a master's degree in

**JOHN H. RICH**

has been named executive vice president of IHC Health Plans, Inc. He has assumed full responsibility for management and strategic development of the company. He was formerly vice president and chief operating officer of IHC Health Plans, Inc. John holds a master's degree in

**SUZANNE RICHINS**

has been named director of outpatient surgery at McKay-Dee Hospital Center. She was formerly director of the emergency department and the McKay-Dee Clinic.

**GARY RASMUSSEN,**

graphic artist at McKay-Dee Hospital Center, received an award of merit in the "Best of the West" contest sponsored by the Association of Western Hospitals. He received the award for his illustration of a nurse and a National Nurses' Day poster.

**STANLEY PESTOTNICK,**

LDS Hospital pharmacist, received the "Staff Pharmacist of the Year Award" from the Utah Society of Hospital Pharmacists.





ials man-  
He has  
ked in  
man-  
at Dixie  
Center  
Hospital. He was formerly an  
nt consultant for several southern  
spitals.



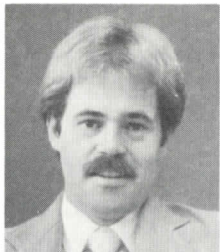
#### A KOERNER

named  
porate per-  
director. She  
worked in  
an resources  
Primary  
's Medical  
nd as an  
tional  
or North-  
eline. Melissa is also an instructor  
izational behavior/communica-  
he University of Utah. She holds  
n human resource management  
S in psychology, both from the  
y of Utah.



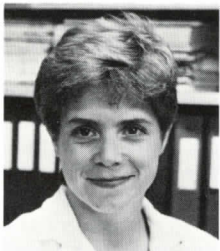
#### LAMOREAUX

named  
al care  
manager at  
edical  
Brent joined  
ry staff in  
kitchen  
or.



#### ER LANGER, RN,

named  
director of  
at Cotton-  
ospital  
Center. She  
her nursing  
om Brig-  
ng Univer-  
has worked  
d nurse, a  
ssurance coordinator and a staff  
Cottonwood.



of the American College of Chest Physi-  
cians and has his boards in internal and  
pulmonary diseases.

#### FAYE LINQUIST

has been named  
head nurse of pedi-  
atrics at McKay-Dee  
Hospital Center.  
She has worked on  
the pediatric unit  
for five years and  
was previously  
assistant head  
nurse. She holds a  
BSN from the University of Utah.



#### JUDY LOWE,

manager of environ-  
mental services at  
Alta View Hospital,  
was elected presi-  
dent of the Utah  
Chapter of the  
National Executives  
Housekeeping  
Association.



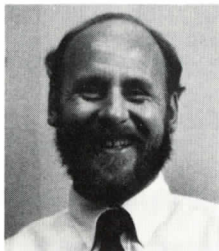
#### BRENDA LUTHER

was recently  
appointed DRG  
concurrent review  
specialist at LDS  
Hospital. She has  
been a member of  
the hospital's PRN  
pool since 1984. She  
previously worked  
as a critical care  
nurse at the Denver General Hospital.



#### EVAN McCALL

has been named  
materials manager  
at Dixie Medical  
Center. He will  
assume responsibil-  
ity for overseeing  
supplies and the  
hospital's store-  
room.



holds a master's degree in  
perinatal and neonatal nursing from the  
University of Utah.

#### DeANN NIELSEN,

telecommunications  
specialist for IHC  
Hospitals, was  
recently elected to  
the board of direc-  
tors of the Utah  
Telecommunications  
Management Asso-  
ciation.



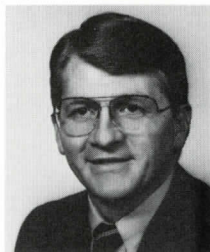
#### RICHARD R. PACKER,

assistant adminis-  
trator of clinical  
and outreach serv-  
ices at Dixie Medi-  
cal Center has been  
named chairman of  
the Governor's  
Advisory Commit-  
tee for Rural Health  
Care. The commit-  
tee assists the Utah Department of Health  
in its efforts to improve the delivery of  
the primary health care services in Utah's  
rural communities.



#### H. GARY PEHRSON,

administrator of  
McKay-Dee Hos-  
pital Center, has  
been appointed vice  
president of the  
northern region of  
IHC Hospitals, Inc.  
He will continue to  
serve as McKay-Dee  
administrator in  
addition to fulfilling his new responsibili-  
ties. Gary has been administrator at  
McKay-Dee since 1980. Prior to this he  
served as administrator of Alta View  
Hospital and as the area administrator  
for IHC in Pocatello, Idaho. Gary holds  
a BS in marketing from the University of  
Utah and a master's degree in public  
health from the University of California  
in Los Angeles.



holds a master's degree in hospital  
and health administration from UCLA.  
He has worked as an assistant hospital  
administrator in Idaho Falls, Idaho, and  
as an administrator in Afton, Wyo. He  
also served as director of capital projects  
for IHC.

#### THERESA ROSS, BS, MS,

has been named  
speech therapy  
manager at  
Pocatello Regional  
Medical Center.  
Theresa received her  
BS and MS degrees  
from Idaho State  
University and was  
employed by Marsh  
Valley School district. She has been a  
PRMC staff therapist since 1982.



#### HELEN SECRIST

was promoted to  
department man-  
ager of the cranial  
facial and pedodon-  
tic residency pro-  
grams at Primary  
Children's Medical  
Center. Helen has  
18 years of experi-  
ence in the hospi-  
tal's dental clinic.





**JOHN R. SHUPE,** McKay-Dee Hospital Center photographer, received an award of merit in the "Best of the West" contest sponsored by the Association of Western Hospitals. He received the award for his photograph of a doctor examining a baby at McKay-Dee's newborn intensive care follow-up clinic.



**ALLAN SMITH** was appointed director of data processing at Primary Children's Medical Center. Allan holds a degree in business administration and has worked for Electronic Data Systems Corp. and as a data processing service representative at IHC.



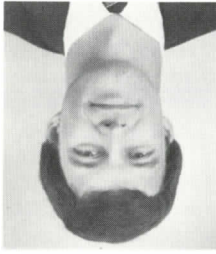
**RITA SORENSEN, RN,** has been named head nurse in the 4th South medical monitoring unit at McKay-Dee Hospital Center. She has worked in the intensive care unit and as charge nurse and clinical instructor for the past seven years. She received her BS degree from the University of Utah.



**JANET STRAND** has joined the staff at McKay-Dee Hospital Center as director of accounting. She is a CPA and holds a BBA degree from Idaho State University. She previously worked at Idaho Falls Consolidated Hospitals.



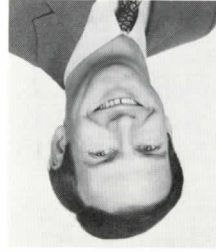
**CHARLES W. STREAMER** has been appointed director of IHC Technical Services. Prior to this appointment he was the project planner for the Robert Wood Johnson Grant for IHC Hospital's southern region. Chuck has also worked as the director of planning and marketing at Decatur Memorial Hospital, Decatur, Ill., and as assistant director of the American Hospital Association's Denver office. He holds a BA in economics from Colorado College and a masters of science health administration from the University of Colorado Health Sciences Center.



**FRANCES SWASEY, RN,** was selected rehabilitation care coordinator at Primary Children's Medical Center. She was the hospital's community education nurse for seven years. She holds an associate degree in nursing and a bachelor's degree in health education.



**WESLEY B. THOMPSON** has been promoted to vice president of the ambulatory surgery division of IHC Professional Services, Inc. He formerly served as director of that division. Wes oversees the company's development of freestanding surgical centers in New Jersey, California, Wyoming and Utah.



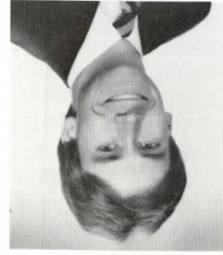
**EDGAR D. VAUGHN** has been named executive vice president of IHC Professional Services. Ed formerly served as vice president of IHC Hospitals' northern region. He has 15 years of health care management experience, including his work as executive director of Idaho Falls Consolidated Hospitals, Inc., and executive vice president of Baptist Medical Center — Montclair, in Birmingham, Ala. He holds a BBA in management from Baylor University and a master's degree in hospital administration from the University of Minnesota.



**BRENT WADE** has been appointed assistant director of environmental services at Utah Valley Regional Medical Center. He has held similar positions at both Holy Cross Hospital and Primary Children's Medical Center.



**I. STEVEN WILSON,** assistant vice president of IHC Health Plans, has been named administrator of Dixie Medical Center. Prior to joining IHC Health Plans, Steve was interim administrator of Needles-Desert Communities Hospital, and assistant administrator at McKay-Dee Hospital Center. He holds a BS degree in social psychology, an MBA/health services administration degree from BYU, and was the recipient of a post master's fellowship to the University of Iowa's program in hospital and health administration.



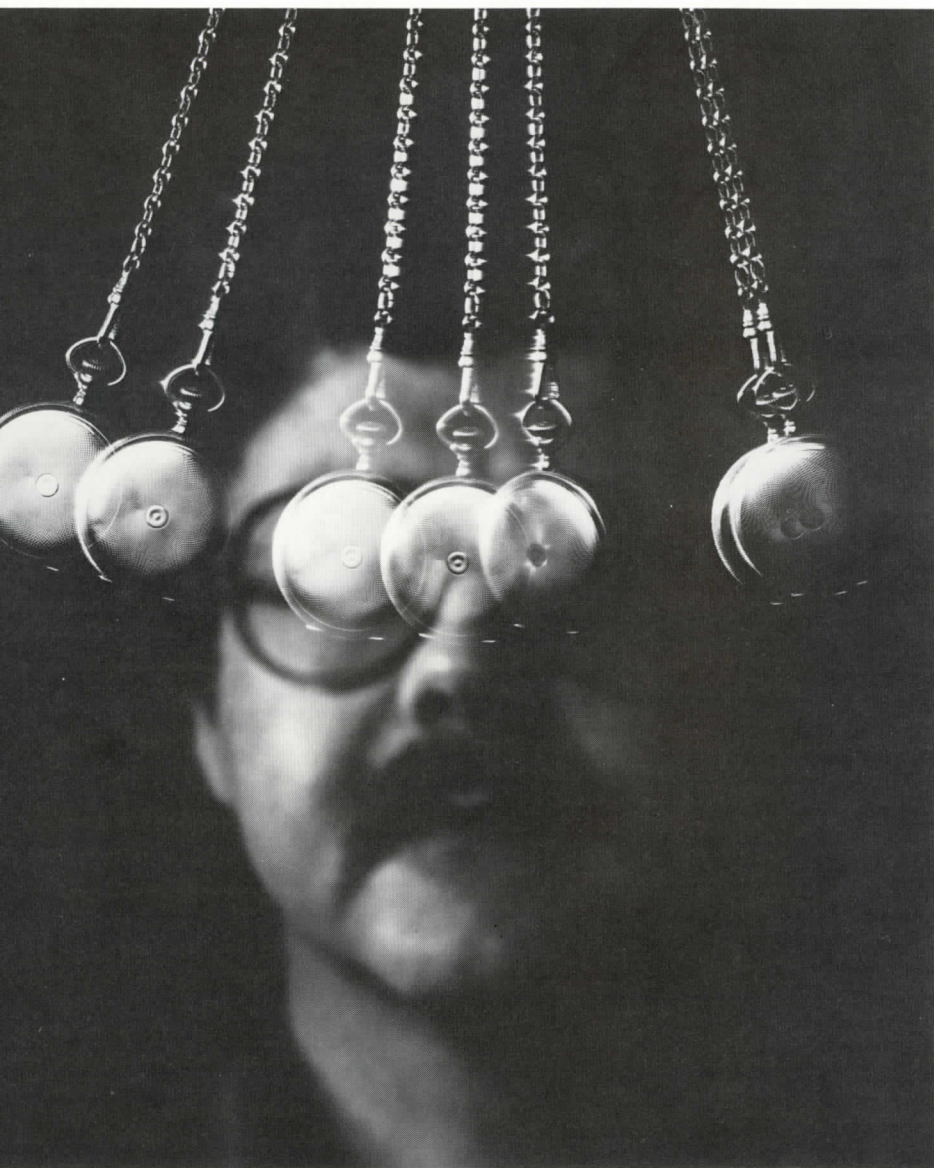
**DAVID B. WIRTHLIN** has been named vice president of IHC Hospitals' central region. Dave served as administrator of LDS Hospital from 1973 to 1984. Prior to this he served as associate administrator of the hospital for three holds a master's degree in hospital administration from the University of Minnesota.



**MARY ANN YOUNG, RN,** has been appointed assistant administrator of nursing at Utah Valley Regional Medical Center. For the past eight years Mary Ann has been assistant director of nursing for the adult and critical care units at the hospital. She is a member of the State Board of Nursing. She holds a master's degree in public administration from Brigham Young University. She also serves as a member at BYU.







Patients at LDS Hospital's Center for Behavioral Self-Management learn to use hypnosis to control their pain.

## Managing pain: clinic makes it possible

If you cut your finger, a quick visit to the doctor is usually all that's required to treat the injury.

If you break your leg, a visit to the emergency room is typically all that's necessary to treat the fracture.

But what happens when a visit to the doctor's office, emergency room or surgery suite doesn't provide relief? What treatment is available for the millions of patients who suffer from chronic pain?

"Many of these people feel angry and hopeless," explains Bill Steele, director of the LDS Hospital Center for Behavioral Self-Management. "They often come to the conclusion that there's nothing available to help them — no medication, no surgical treatment, no therapy. They've usually tried each of these and still suffer from long-term pain."

Lyn R. knows exactly what Bill is talking about. She lived for several years with increasing pain caused by a diseased bladder. Her condition was first diagnosed in 1977. A year later she underwent an operation that was supposed to relieve her discomfort.

The relief never came. A second operation was performed. This, too, failed to cure Lyn's problem. "For the next several years, I had an operation every year," she recalls. "None of them stopped the pain."

By this time, Lyn was taking a large number of pain-killing drugs daily. "But

even these didn't really help," she adds. "The pain always returned."

Lyn's frustration with her predicament began to wear on her family as well. "Not only was I in pain, but my husband began to show his frustration, too. You can only live like that for so long."

That was when Lyn first heard of LDS Hospital's Pain Clinic. She called the clinic for an initial interview where she learned about LDSH's pain management program. During this time, her medical records were collected and her paperwork was completed. She also met with the clinic's social worker and psychiatrist.

This interview stage was conducted to determine if Lyn was an appropriate candidate for the Pain Clinic. Her medical records were reviewed to determine if all medical and surgical methods for relieving the pain have been tried.

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***"Many of these people feel angry and hopeless," explains Bill Steele, director of the LDS Hospital Center for Behavioral Self-Management.***

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"Occasionally, we'll ask a patient to undergo further consultation with medical specialists associated with the clinic," adds Bill. "This is sometimes necessary for us to be certain that the Pain Clinic is the proper place for the patient to look for help."

Once accepted into the program, patients are hospitalized at LDS Hospital for 10 days. During the inpatient stage,

**STANLEY PESTOTNICK,**  
LDS Hospital  
pharmacist, received  
the "Staff Pharma-

**VICKI MCCELLAN, RN,**  
has been appointed  
associate director of  
nursing at Utah

**LORRIE LARSEN, RN,**  
has been selected  
clinical specialist for

**BOB JONES**  
is the new diagnos-